

## Email to Our Patients: General Information (Sent 3/27/20)

Los Angeles County Department of Health Services (DHS) is here to protect your health and safety during the coronavirus outbreak. If you have questions, you are not alone. Here are some updates on how to get care.

### What is COVID-19?

COVID-19 is an infection that may cause fever, cough, and shortness of breath. It is caused by a virus called coronavirus. Some people don't get any symptoms. Most people get better with rest and time. You do not need to see a doctor if you have mild symptoms, such as a fever and cough.

### Appointments:

We are switching many clinic appointments to phone visits and rescheduling any visits we can. If you have a scheduled visit, your care team will call you. If you want to:

- Cancel or reschedule an existing appointment
- Request a phone visit
- Ask a question about an appointment

Please contact your clinic, call 844-804-0055, or visit [dhs.lacounty.gov/appointments](https://dhs.lacounty.gov/appointments).

### Medical Advice:

- **By phone:** First, call your clinic with questions about your health. You can also call our new COVID-19 Nurse Advice Line available from 7 AM to 7 PM PST, 7 days a week in addition to our physician after-hours line. You can reach our COVID-19 Nurse Advice Line by calling 844-804-0055.
- **Online:** MyWellness Patient Portal is a secure DHS webpage where you can email your doctor, access your lab results and read your doctor's notes. If you are not signed up, go to [dhs.lacounty.gov/mywellness](https://dhs.lacounty.gov/mywellness) and click "Enroll Now."

### Medications by Mail:

Our pharmacies are still open. But you can also fill your prescriptions by mail. You can get a 3-month supply with most prescriptions. Call 213-288-8480 or ask your pharmacy.

**To Protect Yourself:**

- Wash your hands with soap and water regularly for 20 seconds.
- Try not to touch your eyes, nose, and mouth.
- Cough or sneeze into a tissue or your elbow.
- Stay at least six feet away from other people.
- Stay away from other people who are sick.
- Clean and disinfect objects and surfaces.

**If you think you have symptoms...**

- There is no need to see a doctor if you have mild symptoms.
- Call your doctor if you have a fever or cough AND are elderly, pregnant, have a weakened immune system or other major medical problems.
- If you have trouble breathing or having a medical emergency, please dial 9-1-1 or go to the nearest Emergency Department.

The health and safety of our patients and staff is our top priority. For more information on coronavirus or COVID-19, please visit [dhs.lacounty.gov/coronavirus](https://dhs.lacounty.gov/coronavirus).